

Coalition for the Homeless of the Southern Tier
NY, Inc. (NY-511)
Memorandum of
Understanding
Homeless Management Information Systems Grant

The purpose of this Statement of Work is to identify and clearly outline the services and deliverables to be provided by the Fairview Recovery Services (FRS) (known as the HMIS Lead Agency), Northern Creations (known as the Systems Administrator) and the Coalition for the Homeless of the Southern Tier NY, Inc. (NY-511), (known as the Continuum of Care) in the administration of the Homeless Management Information Systems (HMIS). This Statement of Work is effective September 1, 2015 to August 31, 2018.

The parties understand and acknowledge the following statements:

HMIS is funded by a grant from the U.S. Department of Housing and Urban Development (HUD); and

HMIS is a HUD mandated software application designed to record and store client-level information on the characteristics and service needs of homeless persons throughout a Continuum of Care (CoC) jurisdiction. HMIS is a web-based software application that homeless assistance providers use to coordinate service provision, manage their operations, and better serve their clients. HUD directs that the CoC be responsible for HMIS implementation, including planning, software selection, and developing and managing the database according to HUD standards as outlined in the HMIS Data and Technical Standards Final Notice. HMIS is essential to efforts to streamline client services and inform public policy. Through HMIS, individuals experiencing homelessness benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic assessment of homelessness in the seven county area, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy. The parties to this Memorandum of Understanding (MOU) share a common interest in collaborating to end homelessness and successfully implementing and operating HMIS in the five-county Southern Tier region.

NY-511 is the Continuum of Care entity designated by HUD to work with homeless assistance agencies in the five-county Southern Tier region to coordinate the delivery of housing and services to homeless families, individuals, youth and persons with disabilities. The five participating counties include Broome, Chenango, Delaware, Otsego, and Cortland. The membership of the CoC governs NY-511 representing homeless service providers, government agencies, the business community and consumers.

The HMIS Lead Agency, FRS, is a non-profit organization that strives to create lasting solutions to homelessness through provision of integrated care that includes permanent and transitional housing, substance treatment services, mental health care, physical health care, rental assistance, outreach, and assistance with benefits acquisition. Through the contract with Northern Creations the HMIS Lead Agency, FRS shall provide on-going training to end users, technical assistance, help desk functions, oversight of data quality and control, data integration, data analysis, and project management and coordination.

Responsibilities of FRS, NY-511
and Northern Creations
as HMIS Administrator, commits to the following:

General

As the selected HMIS Lead Agency for 2015-2018, FRS and Northern Creations, in collaboration with NY-511, shall:

- Apply for and oversee grants supporting HMIS, manage the HMIS budget and meet all match requirements. Specifically, the HMIS Administrator shall apply for SHP-HMIS funding from HUD and administer the grant in keeping with the HUD grant agreement;
- Complete annual reporting requirements for HUD SHP-HMIS funding (i.e., SHP-HMIS APR);
- Ensure that the HMIS participating agencies can meet all HUD, Supportive Services for Veteran Families (SSVF) and Emergency Solutions Grants (ESG) data collection requirements;
- Ensure that HMIS can generate reports required of HUD, VA and ESG grantees;
- Work with the HMIS software vendor to ensure vendor compliance to HUD HMIS data collection standards, as well as other relevant HMIS data collection requirements or guidance from federal partners (such as the VA, RHYMIS, and HOPWA) ;
- Train all HMIS users in a timely, regular and consistent fashion.
- Comply with all HMIS data standards per HUD HMIS Data and Technical Standards;
- Develop and implement written data security and confidentiality protocols per HUD Data and Technical Standards;
- Adhere to HMIS policies and procedures and NOFA/HMIS committee recommendations;
- Work with CoC member agencies to use HMIS for a Coordinated Entry and a CoC wide intake and assessment tool.
- Provide representation on the NOFA/HMIS Committee as a liaison to the HMIS Policy Committee;

Data Quality Standard

- Develop and post an HMIS Data Quality Plan which will include an agency audit policy
 - o HMIS System Administrator will generate a CoC-wide monthly data completeness report for NY-511 and report out at NOFA/HMIS meetings;
 - o HMIS System Administrator will monitor data quality, data completeness and participation among user agencies and report to NY-511 on a monthly basis;
 - o NY-511 will work with HMIS Administrator and HMIS Policy Committee to make recommendations for next steps if an agency is not performing to CoC standards;
 - o HMIS System Administrator will provide technical assistance to HMIS users to develop user agency monitoring protocols so they can review their own data completeness and quality;

Data Management Services

- Develop report and recommendations that addresses HMIS requirements, including ESG and SSVF;
- Generate statistical data for NY-511 to meet reporting requirements as outlined in the HEARTH Act. Reports include, at a minimum: Annual Homeless Assessment Report (AHAR), Annual Performance Review (APR) for each CoC-funded project, ESG CAPER, Homeless Inventory Count (HIC);
- HMIS System Administrator will submit the CoC AHAR on a timely basis, after consultation with NY-511;
- Work with NY-511 to generate HMIS reports for grantors, agencies, CoC-wide and multiple agency reports;
- Provide technical assistance for agencies that generate APRs and/or participate in the AHAR; and,
- Provide HMIS data for CoC application for HUD NOFA.

Point-in-Time Surveys

- HMIS System Administrator shall assist NY-511 in the annual Point in Time efforts by generating the sheltered count via the database. HMIS System Administrator will review data completeness and timeliness to ensure HMIS coverage across the CoC and provide recommendations to NY-511 prior to PIT data collection; and,

Customer Service

- Provide a designated email for submitting requests and issues;
- Provide a live response to requests made by phone within one business day and respond to requests made by email within two business days;
- Provide on-site technical assistance to user agencies on as needed basis;
- Provide a designated phone number for HMIS requests;
- Work with NY-511 to conduct user group meetings, as needed;

NY-511 Commits to the Following:

- Designate a single HMIS system and select an HMIS Lead Agency;
- Develop a Memorandum of Understanding to guide HMIS efforts;
- Maintain documentation of compliance with Memorandum of Understanding;
- Conduct annual review, revision (if necessary) and approval of HMIS Policies and Procedures;
- Conduct an assessment, as needed, with HMIS Lead Agency regarding the duties listed in this document and provide feedback to HMIS Lead Agency regarding strengths and weaknesses of HMIS support strategy;
- Enforce compliance by HMIS participating agencies (including compliance with HUD HMIS Data and Technical Standards, and Data Quality Plan)
- Monitor the operation of the NY-511 HMIS and consult with HMIS Lead Agency on issues;
- Provide representation on the NOFA/HMIS Committee as a liaison to the NY-511HMIS Policy Committee;
- Oversee the organization and administration of Point in Time data collection;
- Suggest agenda items for the regular user group meetings
- Follow established policies and procedures;
- Manage, review, and approve data requests as described in the HMIS policy and procedure manual.

GENERAL PROVISIONS.

- a) All parties shall protect the confidentiality of all records and other materials containing personally identifying information that are maintained in accordance with this Statement Of Work, the Health Insurance Portability & Accountability Act of 1996 (HIPAA), and state laws regarding confidentiality Protected Health Information.
- b) All parties agree to comply with all applicable requirements which are now, or which may hereafter, imposed by HUD for HMIS Lead Agency, including, but not limited to, the requirements of 24 CFR part 85 (administrative requirements as detailed in OMB Circular A-102, and OMB Circular A-87), and 24 CFR part 24 (the use of debarred or suspended contractors).
- c) All parties agree to comply with the requirement to maintain a drug-free workplace, pursuant to Section 401 of the McKinney Act and the Drug-Free Workplace Act of 1988, and will comply with all statutes and regulations applicable to the delivery of services. There will be no displacement of tenants or property owners through the provision of services pursuant to this Statement of Work.
- d) All parties agree that no person shall, on the grounds of race, color, religion, national origin, sex, sexual orientation, handicap, ancestry, familial status, or age be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program participating in NY-511 funded in whole or in part with funds made available to the Agency or FRS pursuant to this Statement of Work.
- e) In accordance with HUD regulations (582.340(e)), "No person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient [FRS] and who exercises or has exercised any function or responsibility with respect to assisted activities, or who is in a position to participate in a decision-making process or gain inside information with regard to such activities [participating service agencies], may obtain a personal or financial interest or benefit from the activity or have an interest in any contract, subcontract, or agreement with respect thereto, or the proceeds thereunder, either for himself or herself, or for those with whom he or she has family or business ties, during his or her tenure or for one year thereafter."

For the purposes of this STATEMENT OF WORK, the individuals identified below are hereby designated representative of the respective parties.

For NY-511

For Northern Creations

For Fairview Recovery Services


Shari Weiss, Chair, Board President

James Hulse, President, CEO

Michele Napolitano, Exec Dir



Signature/Date 11/16/15



Signature/Date 11/16/2015



Signature/Date 11/16/15